

BEAVERTON POLICE DEPARTMENT

GENERAL ORDER

NUMBER: 9.03.00
SUBJECT: CELLULAR TELEPHONE USE
EFFECTIVE: AUGUST 17, 2006
REVIEW: AUGUST 2007, 2008, 2009, 2010, 2011

1. PURPOSE. To provide standards and guidelines for the use of city paid cellular telephone accounts.
2. POLICY. Department issued cellular telephones, and their respective city paid cellular telephone accounts, are considered tools and shall be used in a professional manner consistent with cost containment.
3. DEFINITIONS.
 - A. Cellular telephone - refers to both mobile and portable cellular telephones purchased by the city and used by police personnel. Each department issued cellular telephone has its own city paid account, which is designated by its telephone number. "Police personnel" within this general order, unless otherwise specified, refers to sworn and non-sworn members issued a cellular telephone by the department.
 - B. Direct Connect – refers to a feature specific to cellular telephones where users can contact each other with a secure two-way radio type mode. The time used on this feature may be billed separately from the cellular feature of those phones.
 - C. Group Talk Direct Connect Lists - refers to a feature specific to cellular telephones where users can contact a group of similar users at the same time similar in nature to a "conference call".
 - D. Text Message – refers to a short message service (SMS) available on most digital mobile phones that permits the sending of short messages of characters between mobile phones, other handheld devices, and even landline telephones.
4. GENERAL USE. City paid cellular telephone accounts are provided to police personnel to aid them in performing their duties in an effective and efficient manner. Cellular telephone accounts are assigned to police personnel for their convenience, but shall not be used when direct contact or some other means of communication is more appropriate.

5. **PROHIBITED USE.** City paid cellular telephone accounts shall be used for business purposes only, except:

- A. In the case of a personal emergency, when the use of a landline is not possible or practical.
- B. When police personnel are required to work beyond their normal shift and family notification is necessary.

6. **EMPLOYEE-TO-EMPLOYEE COMMUNICATION.** Employees should strive to find alternative means to communicate with each other, such as the police radio, landline, or in person. This includes communications between police personnel and the Records Division staff. However, when such means are not possible, not safe, or are not practical the cellular phone or “direct connect” can be used.

7. **TACTICAL USE.** Communication during tactical responses to police calls for service will be accomplished by the police radio system unless an immediate life safety issue requires an alternate method of communication. All other uses of direct connect during police responses must be approved by a supervisor.

8. **GROUP TALK DIRECT CONNECT CALLS.** Employees are prohibited from creating and using a Group Talk Direct connect list unless specifically authorized by the Chief of Police or designee.

9. **TEXT MESSAGING.** Employees are prohibited from sending or receiving text messages unless specifically authorized by the Chief of Police or designee.

10. **INCOMING CELLULAR CALLS.** Employees should keep the number of incoming phone calls they accept to the minimum necessary to efficiently do their jobs. Employees should not give out their cellular phone numbers to individuals who might call them for non-work related matters. Family members may call employees for emergency reasons. Employees should keep in mind the department pays for both incoming and outgoing cellular phone calls; therefore, calls between employees should be kept to a minimum to keep the department from being double billed. Employees with the “direct connect” feature should use that feature as the primary means of contacting another employee who has the “direct connect” feature.

11. **LONG DISTANCE CALLS.** Prior to making a long distance cellular telephone call, the employee should gain approval from their supervisor if reasonably possible.

12. **VOICE MAIL.** Police patrol personnel may use their city paid cellular telephone account to check voice mail when they are expecting calls related to work activities and follow up of investigations and community contacts they have made.

13. **REPORT TAKING.** Taking reports over the cellular telephone is discouraged and the department maintains a policy of personal contact with citizens whenever possible. Giving out cellular phone numbers to handle calls-for-service bypasses 9-1-1 and can result in the loss of

call history, tracking and logging of calls to officers. Police personnel who receive a call for service via their cellular phone will do their best to notify WCCCA for CAD entry of the call or create a CAD record in the WCCCA data base.

14. OFF DUTY CALLS. Employees are discouraged from contacting off duty personnel over cellular telephone or Direct Connect. Employees who use their phones while off duty, for business purposes, without prior Supervisor authorization, may be subject to discipline.

15. AUDIT. Cellular telephone bills shall be periodically reviewed to prevent excessive use or abuse. An employee will be timely notified of the results of an audit and provided a copy of the audit results.

Chief of Police

Date